

JOB DESCRIPTION
May 2025

Title & Reporting Relationships

Position Title: **Senior Advisor Legal Compliance and Complaints, Legal Services Team, Corporate Services Group**

Grade: SP 17

Reports to: Manager Legal Compliance and Complaints

Direct / Indirect Reports: Nil

Purpose of the Group and the Position: **The Corporate Services Group**, comprises: Digital Solutions; Finance; Governance and Legal Services; and Risk and Assurance.

The Corporate Services Group is responsible for providing the strategic management and robust effective operation of all financial management, information and technology management, governance and legal services as well as ensuring organisation wide risks are assessed and monitored.

The Legal Services function is responsible for providing quality, cost-effective and timely legal assistance that supports the achievement of Council's strategic, operational and statutory objectives through the best use of internal and external resources.

Council's Legal Services team are trusted advisors to the organisation, working collaboratively across the organisation to provide a strategic cross-council view and to proactively identify effective solutions to risk and issues to support the organisation to achieve its outcomes within an acceptable risk profile. The team contribute to fostering a high-performance organisational culture that is accountable and reinforces Council's social license.

The Legal Compliance and Complaints team is responsible for managing information requests under the Local Government Official Information and Meetings Act 1987 (LGOMIA) and the Privacy Act 2020; the management and issuing of delegations and warrants to allow council staff to legally undertake their duties in the community; managing customer complaints; and overseeing Council's statutory compliance reporting processes.

Within this team, the Senior Advisor Legal Compliance and

Complaints roles are expected to have the ability to work across the range of tasks and responsibilities required however the focus for each role may differ to enable best use of the role holder's skills, experience and knowledge. Each Senior Advisor may be allocated a primary responsibility for a component of teams' core deliverables, but must be able to work and contribute across the full range of the work carried out by the team to ensure that this small team can successfully deliver on a challenging work program.

The Senior Advisor Legal Compliance and Complaints will be expected to act for the Manager in their absence as and when required. The Senior role will also be required to support the Manager with coaching and supporting the less experienced members of the team.

This role is responsible for establishing and maintaining effective, co-operative, and professional working relationships with all stakeholders including:

Internal Customers:

This role is responsible for establishing and maintaining effective, co-operative and professional working relationships with all stakeholders including:

- Manager Legal Compliance and Complaints
- General Counsel
- Legal Services team
- Group Manager Corporate Services
- Chief Executive
- Senior Leadership Team
- Information Management
- Digital Services staff
- Executive Assistant to the Chief Executive
- Communications and Engagement Manager
- Council managers and staff

External Customers:

- Residents, ratepayers, and members of the public.
- Local and regional authorities
- Office of the Ombudsman
- Office of the Privacy Commissioner
- Government and non-government agencies

KEY RESPONSIBILITIES AND OUTCOMES

In the current local government environment, Council must be well positioned and supported to meet the current and future needs of our communities for good quality local infrastructure, local public services, and performance of regulatory functions in a way that is cost-effective for businesses and residents. The Council needs to be ready for, and respond appropriately to, changes in external operating environments (such as shifts in government policy), which in turn influences how we do things. The Council is working to be well-positioned not only to see what is coming but also to take opportunities to influence the shape of these externally driven changes.

We require all staff to demonstrate behaviours that underscore our commitment to build and maintain an organisation that is acknowledged and respected for being:

- Caring – we understand our customers' needs, share information and work as a team;

- Dynamic – we bring a can-do attitude to make it happen; and
- Effective – we get it right and deliver consistent, value for money services.

Staff will be aware of political sensitivities, support equal employment opportunities, and demonstrate an understanding of Te Tiriti o Waitangi within the context of a local authority.

Functional Key Requirements

General

- Work with the Manager and others in the team to ensure the delivery of core deliverables in work area including the managing of official information and privacy act requests, statutory compliance reporting, the issuing of warrants and delegations, customer complaints processes, and other legal support processes.
- Provide coaching, mentoring and support to Advisors in the team to assist in the effective management of work deliverables and contribute to quality and timely outputs.
- Prepare high-quality written reports and memorandum across the official information, customer complaints, statutory compliance, warrants and delegations and legal support areas.
- Provide senior level advice, guidance and support to staff and managers across the organisation to ensure the efficient and effective management of official information requests, customer complaints, warrants, delegations and statutory compliance processes, identifying where legal advice and assistance is required from the Legal team.
- Provide leadership to staff and managers across the organisation to promote the purposes of the LGOIMA to increase the availability to the public of official information held by local authorities, promoting accountability and effective participation by members of the public in local authority decision-making; good complaint handling and decision-making; and effective monitoring of legislative compliance.
- Lead and/or contribute to the education and development of others in the organisation through the development and delivery of training sessions and identifying where training or improvements are required.
- Contribute to the review and/or development of policies, procedures, templates and resources to guide organisational practice across work area.
- Lead and/or contribute to initiatives and/or projects within work areas in conjunction with the Manager to enhance our levels of customer service, improve organisational transparency, accountability and decision-making, and ensure legislative compliance with the LGOIMA, Privacy Act 2020 and other relevant legislation.
- Ensure the General Counsel and Group Managers are informed of risks identified/emerging through work areas in particular statutory compliance issues.
- Contribute and participate in the work of the wider Legal Services team in areas identified by the Manager Legal Compliance and Complaints.
- Deputise for the Manager when required.
- Lead or contribute to continuous improvement initiatives within the Legal Compliance and Complaints team and wider Legal Services function and take a leadership role in the review of existing systems, the development of new processes and other projects.
- Be a role model for the delivery of consistent high customer service levels to internal and external customers and champion Council values.
- Support the Manager and General Counsel to establish and maintain an effective performance culture within the team.
- Support the Manager with coaching other less experienced members of the team.

Privacy

- Support the Manager Legal Compliance and Complaints and Council's Privacy Officer (the General Counsel) with the management of privacy breaches including providing advice and guidance to staff, following up on actions to respond to a breach and reporting on breaches as part of Council's legislative compliance monitoring.
- Facilitate or deliver privacy training to increase staff understanding and awareness of obligations under the Privacy Act 2020.
- Lead and/or contribute to projects to strengthen organisational management of privacy across the organisation including review of systems and processes to ensure Privacy Act 2020 requirements are met.

Official Information & Privacy Act requests

- Coordinate the processing of all requests for official information and personal information in accordance with Council policies and procedures and relevant legislation. This includes, but is not limited to:
 - establishing and managing a LGOIMA and Privacy Act Register; and
 - ensuring received requests are registered, disseminated, and responded to in accordance with the requirements of the Local Government Act and with the Local Government Official Information and Meetings Act 1987 and the Privacy Act 1993.
- Draft quality, accurate and timely LGOIMA and Privacy Act responses on behalf of others where required.
- Conduct information searches through Archive Manager and liaise with the Information Management and Information Communications and Technology (ICT) team where support is needed to conduct information searches of other relevant Council systems.
- Prepare redactions through Adobe PDF (or other relevant technology).
- Provide advice, guidance and support and managers and staff across the organisation on the management of LGOIMA and Privacy Act requests, to ensure the timely 'scoping' of information requests so that requests are managed in a timely and efficient manner, to ensure sound decision-making in accordance with the legislation, to and to build staff capability and confidence in the effective handling of requests.
- Consult with the Manager Legal Compliance and Complaints on requests that are complex, politically sensitive and where internal legal advice or review may be needed.
- Liaise with internal Legal Counsel where legal advice or review is warranted.
- Facilitate the proactive disclosure of requests in accordance with Council's Proactive Disclosure Policy in conjunction with the Communications and Engagement team.
- Liaise with the Communications and Engagement team on politically sensitive requests.

Customer Complaints

- Coordinate the management customer complaints in accordance with Council's Customer Complaints policy. This includes, but is not limited to:
 - overseeing Council systems for managing complaints;
 - ensure complaints are registered, disseminated and responded to in accordance with Council's policy requirements.

Staff Delegations & Warrants

- Facilitate the process of preparing corporate delegations to ensure that all staff have the correct delegations in place to allow them to effectively undertake their roles.

- Facilitate the process of issuing of warrants of authorisation (including warrant ID cards) to ensure that all staff have the correct delegations in place to allow them to legally undertake their roles
- Provide senior level guidance and leadership to staff on Council's warranting and delegations functions to support staff at all levels of the organisation
- Prepare draft reports to the Chief Executive, Senior Leadership Team and Council to ensure appropriate authorisation of Delegations and Warrants.

Legislative Compliance

- Contribute to the development of legislative compliance systems and processes to allow for monitoring of legislative compliance across the organisation and workflow systems and reports on associated risk
- Coordinate the completion of quarterly Statutory Compliance legislative declarations and report these to the Chief Executive along with (where necessary) a report detailing any compliance exceptions.

Legal Services

- Work collaboratively with the Council's Legal team to provide legal support where required, which may include:
 - referring requests for legal advice to the lawyers in the team; processing Ombudsman and Privacy Commissioner and any related enquiries;
 - support with managing other legal matters.

Personal Key Results

- Demonstrate commitment to organisational values through behaviour that is consistent with our caring, dynamic and effective approach to customer service.
- Establish and maintain effective and efficient working relationships with all stakeholders.
- Contribute collaboratively, positively, and effectively to the operation of the team, the Group, and the organisation as a whole.
- Take responsibility for your own self-development to enhance skills and knowledge applicable to current and future positions.
- Exhibit behavior which is consistent with the understanding of Te Tiriti o Waitangi and its application for the Council.

Health and Safety

All employees have a responsibility to work towards keeping a safe and healthy work environment by following all safe work methods, identifying work place risks and hazards and using appropriate safety equipment. This includes but is not exclusive to demonstration of the following:

- Taking all reasonable steps to ensure your own safety at work, and that no action or inaction of yours while at work causes harm to any person or the environment;
- Reporting any risks and/or hazards you become aware of in the workplace;
- Observing all safety policies, procedures and precautions, including wearing and using the protective clothing and equipment;
- Notifying your manager/Group Manager/H&S Advisor immediately if you have an accident/incident/near miss at work and completing the required forms within 24 hours;
- Notifying your manager/Group Manager/H&S Advisor within 24 hours of filing any ACC claim for a work related accident or gradual process injury, and provide your manager/Group Manager/H&S Advisor with copies of relevant medical information specific to your claim; and
- Complying with all policies and procedures that are in place.

At the discretion of the Council, as part of a rehabilitation programme, you may be required to return to work to undertake such alternative duties as are available and are

as reasonably within your capability and level of fitness as determined in consultation with a registered medical practitioner.

Essential Skills, Knowledge and Experience

- Experience and/or understanding of local government processes and practices, including a familiarity with and ability to interpret relevant legislation in particular the 1974 and 2002 Local Government Acts, the Local Government Official Information and Meetings Act 1987, and the Privacy Act 2020.
- Technical knowledge and/or experience relating to official information requests, effective complaint handling and legislative compliance processes in a government/local government context.
- Demonstrated ability to take a lead on projects and initiatives within work area contributing to their effective delivery.
- Experience and/or demonstrated ability to provide leadership through coaching, mentoring and support to colleagues and other senior stakeholders within an area of expertise.
- Demonstrated high level of discretion and diplomacy with ability to maintain strict confidence on any Council matter of a sensitive nature.
- Demonstrated ability to display good judgement and decision-making in the face of ambiguity, uncertainty and complexity.
- Effective interpersonal skills with a demonstrated commitment to customer service and willingness to and capability for working with a wide range of people within and outside the organisation. Highly developed communication skills, both written and verbal, including the ability to provide sound advice to internal and external stakeholders at a senior level
- Ability to build and maintain effective and professional working relationships with internal and external stakeholders including Group Managers, the Mayor and Councillors.
- Effective time management skills and ability to work effectively without supervision and collaboratively as an effective team member under deadline pressures.
- Proven analytical skills which include problem solving, the ability to understand and to come to terms with a range of material and the ability to identify relevant information and present it in the required format.
- Demonstrated ability to provide accurate and thorough research and interpret data to contribute to other deliverables including the preparation of quality correspondence and/or reports.
- Holder of a current and valid NZ Drivers' license.
- Demonstrated computer literacy with proven ability to effectively use spread sheets and the general Microsoft office suite of products.
- An appreciation of tikanga Māori, an awareness of Māori perspectives and of issues relevant to Māori; and experience in working with tāngata whenua.

OTHER INFORMATION

From time to time, the position holder may be required to perform other duties in conjunction with the role and which are reasonably within their experience and capabilities.

Te Tiriti o Waitangi

Kapiti Coast District Council has a responsibility to contribute to meeting obligations under Te Tiriti o Waitangi. Meeting our commitment to Te Tiriti will contribute towards creating an organisation that is grounded, dynamic and resilient and supports our organizational values of being Caring, Dynamic and Effective in how we work.

Staff will contribute to the promotion of Te Tiriti o Waitangi and the involvement of Māori within the decision-making process for matters related to and important to them within the Council management processes and procedures.

Inclusion of Te Tiriti o Waitangi within all aspects of the role and its outcomes is necessary, while ensuring the engagement processes include appropriate mechanisms to meet the needs and aspirations of our hapori Māori, informed by our mana whenua partners – in an appropriate and safe manner.

To give effect to our responsibilities and achieve our respective outcomes – Tiriti training will be appropriate and organised through Te Rōpū Hononga ā-lwi / lwi Partnerships Group.

Civil Defence, Emergency Management and Business Continuity Duties

All staff of Kāpiti Coast District Council may be required to undertake Civil Defence and/or Emergency Management duties in the event of an emergency. (Training will be given as appropriate.) Staff will also be required to assist with maintaining business continuity in the event of a disruption to Council business and/or the impact of a pandemic by undertaking duties in accordance with how the Council responds to the interruption.

The Council likewise recognises the staff member's need to ensure their family's needs are adequately catered for.

Performance Review

Performance in this position will be assessed in terms of an agreed performance plan.

JD APPENDIX - GENERIC ORGANISATIONAL COMPETENCIES

Leadership	<ul style="list-style-type: none"> • All employees of the Council are expected to be leaders in supporting the Council's vision, role modelling the delivery of consistent high customer service levels to internal and external customers and championing Council values. • Leaders are expected to actively contribute to achieving the Council's aspirations with respect to the relationships with Te Āti Awa ki Whakarongotai, Ngāti Toa Rangatira and Ngā Hapū o Ōtaki; and be willing and able to provide thought leadership and quality advice to enable our elected members to make good decisions. • People Leaders are expected to: effectively build and maintain an engaged, healthy, thriving and high performing team; ensure their people are current in their knowledge of legislation and training is available to keep pace with best practice. • Ensure people policy and practices are consistently observed and implemented and opportunities exist for ongoing professional growth and development; ensure their people are consistently working collaboratively with other Council teams in the delivery of operational and strategic outputs; effectively manage day to day work output and timeframes; schedule and conduct regular team meetings to enable opportunities for team members to be informed and up to date in their areas and those areas that cross over with other teams. • Ensure individual team member performance is monitored, reviewed with appropriate and timely feedback, and written performance reviews are formally completed in a timely manner; ensure adequate provision of backup/cover for team members; establish an effective performance culture within their team, including ongoing performance appraisals with clear performance indicators and consistent standards. • Team Leaders/Supervisors/Managers are accountable for the leadership, support and coaching of their team members, the fostering of a teamwork approach to the delivery of both the team and the Group's outputs, and the identification of training and development as appropriate; enable, create and encourage linkages across the Council and the region for the benefit of all, the delivery of work programmes and the achievement of strategic priorities; embed strong leadership within their team and across the wider Council leadership group that drives increased diversity, engagement, capability and performance.
Legislative Compliance	<ul style="list-style-type: none"> • Keep up to date with legislation/amended legislative frameworks and be able to demonstrate the application of such changes (in work and or communicate them to others).
Project Management	<ul style="list-style-type: none"> • Effectively manage assigned projects to ensure on time and within budget, monitor and report regularly to manage risk and provide updates to key stakeholders. • Ensure documentation is current, available as required and is prepared using Council standard templates/documentation. • Ensure Council processes and procedures are complied with.
Customer Service	<ul style="list-style-type: none"> • Maintain a professional, courteous, and helpful attitude to all customers (internal and external) ensuring communication is accurate, succinct and in a manner which promotes customer

	<p>service excellence and demonstrates organizational values.</p> <ul style="list-style-type: none"> • Always maintain confidentiality.
Teamwork	<ul style="list-style-type: none"> • Participate willingly and positively in the orientation, training and support of new staff in specific areas, providing coaching/buddy support as required. • Provide a contribution to or participate in any projects and initiatives within the Group/organisation where required and the opportunity arises. • Participate in initiatives and contribute suggestions as to improvements and/or efficiencies to enable ongoing quality improvement. • Demonstrate a collaborative working style and participate as a member of the team undertaking all tasks maintaining positive working relationships with other staff members and internal and external customers.
Financial Management	<ul style="list-style-type: none"> • Ensure all financial activity is conducted in accord with current policy and procedures. • Ensure you work within your financial delegation.
Monitoring and Reporting	<ul style="list-style-type: none"> • Ensure any written reports are produced using Council standard templates and are provided within the required Peer Review timeframes. • Review, monitor and report on activity or projects as required by the manager.
Relationship Management	<ul style="list-style-type: none"> • Build and maintain effective professional working relationship with all key stakeholders. • Build and maintain effective working relationships with other council staff members based on a collaborative, collegial and cooperative working style.
Information Management	<ul style="list-style-type: none"> • Take responsibility for ensuring Council information is stored with the appropriate accessibility in the designated systems, using processes and tools as described in the current Information Management Policy.